



**THE RELATIONSHIP BETWEEN PSYCHOLOGICAL CAPITAL AND JOB
PERFORMANCE OF EMPLOYEES IN PUBLIC SERVICE DEPARTMENT
(PSD), PUTRAJAYA**

NORFATIHA BINTI ABU

2016686238

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS IN HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

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**Submitted in Partial Fulfilment of the Requirement for the Bachelor of Business
Administration with Honours (Human Resource Management)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

JULY 2018

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS

(HUMAN RESOURCE MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, NORFATIHA BINTI ABU, (I/C Number: 950418-01-5330)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

(Norfatiha binti Abu)

LETTER OF TRANSMITTAL

JULY 2018

Program Coordinator

Human Resource Management

Faculty of Business Management

Universiti Teknologi MARA (Melaka) City Campus,

75300, Melaka

Dear Madam/ Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper entitled “**THE RELATIONSHIP BETWEEN PSYCHOLOGICAL CAPITAL AND JOB PERFORMANCE**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours Sincerely,

(NORFATIHA BINTI ABU)

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BBA (Hons.) Human Resource Management

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ABSTRACT

The purpose of this study is to identify the relationship between psychological capital which is self-efficacy, hope, resiliency and optimism toward job performance of employees in Management Service Unit, Public Service Department (PSD), Putrajaya. There are four hypothesis were developed to identify whether there is relationship between self-efficacy, hope, resiliency and hope toward job performance. Respondents are selected from Management Service Unit, Public Service Department (PSD), Putrajaya. The data was conducted by distributing the 200 questionnaires to the employees. Descriptive, correlation and regression analysis was used to analyse data. The results from the Pearson Correlation Analysis showed that all independent variables have correlated with job performance. There is a strong and positive association between self-efficacy, hope and optimism to the job performance. Lastly, there is a moderate and positive association between resiliency and job performance. Furthermore, based on R^2 , it can be seen that the self-efficacy, hope, resiliency and optimism have 70% influences on the dependent variable. Meanwhile, the other 30% may be influenced by other factors. On the other hand, according to the result of multiple regression analysis, all the independent variables have a significant relationship toward job performance in Management Service Unit, Public Service Department (PSD), Putrajaya. Hence, the organization should know the factors that can contribute to the job performance of employees.